C-2 ANNUAL CRM COURSE

VAW-120

OVERVIEW

- INTRODUCTION
- CRM PRINCIPLES
- SEVEN SKILLS
- COMMUNITY ISSUES
- DISCUSSION
- CASE STUDY
- SUMMARY

PRIVILEGED

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Rules of Engagement

- Your active participation
  - What experiences you have had
  - What potential incidents you have avoided
  - What importance you place on CRM
- Application of CRM skills is …
  Your Responsibility

Learn from others' mistakes, because you're not going to live long enough to make all of them yourself.

—Roger Coleman, Lead CRM Developer, AAL

Why CRM?

- To IMPROVE MISSION EFFECTIVENESS of Naval Aviation communities
  - minimizing crew preventable errors
  - by enhancing crew coordination
  - through increased awareness of associated behavioral skills

CRM Principles

- **Research Based** – Not theory
- **Incorporates Existing Knowledge base** – Not reinventing the wheel
- **For Aircrew by Aircrew** – Who better?
- **Mission/Aircraft Specific** – C-2A ≠ E-2C
- **Skill based** – Specific training objectives
- **Integrated** – Taught from the beginning of a career and throughout; not an afterthought.

Seven Critical CRM Skills

CRM skills are necessary because errors repeat even with new technology!

Seven Critical CRM Skills

DAM CLAS

Decision Making

Assertiveness

Mission Analysis

Communication

Leadership

Adaptability/Flexibility

Situational Awareness

How Does CRM Relate To The Mission?

- Discuss how the critical CRM skills pertain to your crew position during various phases of each mission.

Carrier Onboard Delivery

- DM
- AS
- MA
- CM
- LD
- AF
- SA

Airdrops

- DM
- AS
- MA
- CM
- LD
- AF
- SA

Disaster Relief

- DM
- AS
- MA
- CM
- LD
- AF
- SA

C-2A Community Areas Of Concern
Recent HAZREPS

- **24FEB14** – C-2A Almost lands gear up
  - Crew used poor communication and lost situational awareness in critical phase of flight.
- **26JUN13** – Hook slap during case III
  - Crew failed to properly communicate equipment failure to LSO.
- **04SEP12** – C-2A strikes E-2C on bolter due to a right drift.
  - Crew failed to use proper CM during bolter.
- **03OCT12** – C-2A takes a CV arrestment with collar on nose gear.
  - Four crewmembers failed to complete a proper preflight. Poor decision making and leadership.

Most Common CRM Failure?

- COMMUNICATION!

Barriers To Communication

- **Internal Barriers**
  - Personality
  - Motivation
  - Expectations
  - Past experience
  - Prejudice
  - Rank
  - Emotions/moods
  - Language difference
  - Culture
- **External Barriers**
  - Noise
  - Low voice
  - Equipment Malfunctions
  - Electrical interference
  - Separation in space, time
  - Lack of visual cues
    - Body language, eye contact, gestures, facial expressions, etc.

Overcoming Barriers

- Active Listening
- Appropriate mode and decibel level
- Pre-briefed Terminology
- Professional Attitude
- Compartmentalization
- Resolving conflicts on deck
  - Avoid bad “cockpit marriages”

Effective Aviation Communication

- **Balance of:**
  - Explicitness — Clearly stating the desired action and who should do it
  - Directness — Degree of pressure to comply with the desired action
  - Social appropriateness — Sensitivity to the roles and status of speaker/addressees and to the seriousness of the situation

Monitoring & Challenging

- Monitor each other’s performance and communicate observed errors
  - Essential element in aviation safety
  - Prevents problems from escalating
- Communicate in a way that is unambiguous while encouraging compliance
  - Request for corrective action
  - Maintain a positive team climate

Communication

- **Remember:**
  - Communication is vital!
  - Be aware barriers will happen and you will need to overcome them.
  - The greatest enemy of effective communication is the illusion of it.

Best Practices

- **Unit CRM Programs**
  - Integrate CRM into all facets of flight operations
    - CRM is behavioral modification
  - Utilize SHARP to closely track members' quals
  - Maintain a sufficient number of CRM Facilitators
  - Work closely with the unit Safety Department
    - Provide inputs on how CRM positively or negatively impacted HAZREPs/MISHAPs
    - Review, highlight and forward CRM trends to squadron members and CRM program manager

Best Practices

- **Annual Recurrency Training**
  - Use of case studies current/relevant to squadron missions and operations
  - Forward results and inputs to CRM Program Manager
- **CRM Flight Evaluations**
  - Set expectations up front
  - Evaluate student's CRM throughout the entire event
    - Not just during a FOUO drill
  - Incorporate CRM skills into the flight debrief
    - Identify student’s strongest and weakest CRM skill

DISCUSSION

- Any areas for improvement with CRM?
- How can we get better at CRM?

CASE STUDY

- Read case study narrative.
- Answer focus questions.

Remember…

"We train like we fight, and we fight like we train"